

To: US Postal Regulatory Commission

Fr: B. A. Luceigh, PO Box 516, Three Rivers, CA 93271

Date: June 1, 2021

RE: Personal Observations on Luis DeJoy's Overhaul Plan

Although the Regulatory Commission does not have the power for some of the items I will mention below, it is my understanding that this is a window of opportunity to make my personal views known through you. I am writing to express my concerns with what is happening with the USPS since DeJoy became the Postmaster General.

DeJoy's Overhaul Plan may be about the future, but he has already demonstrated his lack of care of those who count on the USPS. His actions prior to the election, such as slowing down the mail by destroying sorting machines, was a sign of someone who is unaware of the dependency of the population of the United States on the USPS and how widespread the consequences of his actions can be.

I live in a rural village: Three Rivers, CA. Our permanent population from the 2010 census indicated we have about 3,000 residents. Our post office is a "hub" within our village. Post Office boxes serve those who don't have a simple way to have home deliveries; PO boxes cut down the time needed to deliver to people living in a wide spread, low density, mountainous area. For myself, the PO Box is a safer way to keep my mail from being stolen. I am not a "high tech" person and do not trust paperless billing. I depend on a bill sent and paid via USPS mail.

Although retired now, I depended on the USPS for a small business I ran selling educational CDs to teachers and students. When I needed to update my passport, they had the forms and helped me get through the process without a glitch. When I have needed help with the best way to package an item, they have described the options clearly. When I have needed to send critical documents and be sure the proper person receives them, they have shown me the way to do so. When I have been on vacation, they have held my mail until I returned. In short, whatever I have needed, those who work

in the post office have been helpful, informed, and caring. They have services that have been critical to me over the years and I cannot imagine them not being there for us users. They are like a supportive partner in my life's activities.

DeJoy has talked about a rate hike. I can understand the need for that. I can remember 2-cent stamps on postcards, for example. I am not surprised by rate increases that slowly climb to meet inflation. What I cannot handle is diminishing the post offices and services.

DeJoy has talked about having less hours and fewer post offices—that is something that I consider a huge mistake. People can't always get away from their jobs to mail something that requires special care or is urgent to be sent. The partial Saturday hours are critical for such people. Not having a small post office in our small village would mean driving maybe as much as 20-30 miles—wasting time, wasting fuel, and a greater risk for the elderly. It sounds like a way to cause widespread chaos and confusion.

What I have seen of DeJoy's approach is a rollback of important services to consumers. He seems to assume everyone can work on a computer via an internet connection. This is not a universal way of communicating, especially for the elderly and poor. Also, how would anyone get a posted letter to someone in a distant country who didn't have access to a computer?

I hope that you understand how upsetting many aspects of DeJoy plan are to those of us who depend on the USPS. I cannot imagine what his true purpose is. He seems to be overlooking way too many subtle aspects of what the USPS provides us who depend on it. Shouldn't he be taking time to investigate the extent of the ramifications of what he proposes?

So these are some of my concerns. Thank you for reading them. I do hope your Commission can share how terribly upsetting so many of DeJoy's changes in the USPS would be everywhere. There are so many other issues besides the USPS to be addressed by our country now. Any foolhardy interference in our historical mode of communication at this time could have devastating consequences.